

UNITED NATIONS PUBLIC SERVICE AWARDS

Nominee: Public Administration Department for Efficiency in the Administrations

Nominator: Regione Lombardia (Lombardi Region)

Category: Innovations in the Public Service

Country: Italy

Region: Europe

Summary:

Public Administration Department for Efficiency in the Administrations has been a central power of the State, governing the complex of public administrations through unilateral acts of authority such as laws, regulations and circulars.

Lately Department was transformed into a facilitator for cooperation and understanding between administrative institutions ad a “coordination centre” for innovation in administration which directly involves users, citizens and businesses, changing its conduct and listening to their needs. The Department is committed to promote and plan modernization processes in public administrations through consensual methods such as agreements and understandings, based on the system that ceases to be a rule imposed from above but goal shared with the beneficiaries of change who often then become its promoters.

Public Administration Department for Efficiency in the Administrations is the centre of complex system where players belonging to central, local and private sector administration, work independently and also in close collaboration. The Department has sponsored the projects aimed to create a network of operators who actively collaborate for the improvement of public administration and services through the comparison and exchange of good practices and to favour the adoption of new management techniques within public administration that are also used in private sector.

Department carries out three projects:

Quality and Efficiency Project – aims to overcome the attitude of reforming administration for its own benefit, involving the business world (client/user relations in the most important admin. Services)

Governance Project – aimed towards initiating agreements between Ministries.

Cantieri Project - encourages and assists innovation in administration in Regions, Local Bodies and other public organizations aimed towards achieving results, being planned for users, good management.

The Department focuses on creating networks between public and private organizations and administrations to foster collaboration for the improvement of public administration and civil services. Besides, it tries to make Department acting both as an independent Unit and centre of a complex system. In addition it targets the issues of strategic planning, budget management, accountability systems, management and external relations.

Another interesting point is that the Department is focusing as well on the improvement of delivery of public services looking at the examples of other organizations and conducting studies and various researches.